



USAG MANNHEIM



FIRST SERGEANTS BARRACKS INITIATIVE (FSBI)

STANDARD OPERATING PROCEDURE (SOP)

APRIL 2009

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DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON MANNHEIM
UNIT 29901
APO AE 09086-9901

MAY 11 2009

IMEU-MAN-ZA

MEMORANDUM FOR: Personnel Assigned to Unaccompanied Personnel Housing

SUBJECT: First Sergeants Barracks Initiative (FSBI) Standard Operating Procedures

1. References:

Army Regulation 420-1, Army Facilities Management, 12 Feb 08

Army in Europe Supplement 1 to AR 420-1, Army Facilities Management, 20 Nov 08

Army in Europe Regulation 37-4, Providing Temporary Lodging Allowance in USEUCOM, 25 May 05

Joint Federal Travel Regulation, Change 216, 1 Dec 04

Installation Management Command Europe-Region, First Sergeants Barracks Initiative SOP, not dated

Assistant Chief of Staff for Installation Management, First Sergeants Barracks Initiative Implementation Policy, 30 Mar 09

2. The objective of the First Sergeants Barracks Initiative (FSBI) program is to align barracks management practices to enhance military leader availability to concentrate on primary military missions while focusing garrison resources on the property management of barracks. The unit chain of command is responsible for good order, discipline, health and welfare. The garrison is responsible for facilities preventive maintenance, assignment and termination inspections, and utilization.

3. The Mannheim FSBI program is a key component of the Army's Barracks Strategic Plan. The FSBI program will enhance the quality of life for single Soldiers while maximizing barracks utilization and reducing Soldiers time away from their war fighting tasks. The Mannheim FSBI program will provide oversight and management of daily barracks operations, maintenance and repair requirements, and schedule for long term viability of Army assets.

4. The Mannheim FSBI program is a partnership between military units and the Mannheim Garrison FSBI team to standardize barracks management across our installations. This will in turn, directly link the Housing Office and Department of Public Works (DPW) to the barracks management process. Unit leadership tasks, as outlined in the First Sergeants Barracks Initiative Implementation Policy, remain in force and are critical to the success of the program.

IMEU-MAN-ZA

SUBJECT: First Sergeants Barracks Initiative (FSBI) Standard Operating Procedures (Cont.)

5. As leaders, we are obligated to promulgate a barracks environment that maximizes scarce resources and provides quality living conditions to Soldiers, while preserving an Army culture that establishes and enforces standards.
6. The standards for health, welfare, security, safety, and cleanliness must be maintained at all times. Commanders and leaders at all levels will reinforce the importance of Noncommissioned Officer (NCO) leadership in the daily care and supervision of subordinates, as well as the need for NCO leaders to know, clearly define, and reinforce unaccompanied Soldier living standards and quality of life. This includes checking common areas at least once a day for cleanliness and security as well as ensuring that all Soldiers assigned to UPH barracks rooms participate in keeping common areas clean and safe.
7. The garrison proponent for this document is the USAG Mannheim, Chief, Housing Division at DSN 385-2611.


JEFFREY FLETCHER
LTC, AG
Commanding

1. REFERENCES:

- a. AR 420-1, Army Facilities Management, 12 Feb 08.
- b. AE Supplement 1 to AR 420-1, Army Facilities Management, 28 Apr 08.
- c. UR 612-1, Community Central In- and Out-Processing, 15 Jul 05.
- d. AER 37-4, Providing Temporary Lodging Allowance in USEUCOM, 25 May 05.
- e. CTA 50-909, Common Table of Allowances.
- f. AR 190-11, Physical Security of Arms, Ammunition, and Explosives, 15 Nov 06.
- g. AER 190-6, Registration and Control of Privately Owned Firearms and Other Weapons in Germany, 20 Jul 06.
- h. Installation Management Command- Europe Region, First Sergeants Barracks Initiative (FSBI) Standard Operating Procedures, Mar 09
- i. Assistant Chief of Staff for Installation Management Memorandum, FSBI Program Implementation Policy, 20 Mar 09

2. PURPOSE: To provide guidance to USAG Mannheim units for the assignment, termination, maintenance, inspections, responsibilities and management of the Mannheim Garrison's First Sergeant's Barracks Initiative (FSBI) for all personnel residing in Unaccompanied Personnel Housing Barracks, FSBI Staff and teams, unit commanders, first sergeants, and leaders.

By following establish Installation Management Command- Europe region guidance FSBI teams will be able to assign, manage and maintain rooms that are comfortable, adequate, and clean for single Soldiers. In addition, the housing office will be able to provide improved customer service to single Soldiers and their units; while simultaneously providing accurate reports concerning utilization, repairs, maintenance, and furnishings disposition.

Daily operations include:

- Assigning and terminating barracks rooms/spaces
- Key Management
- Clearing of Soldiers
- Collecting for damages
- Updating and reporting the Barracks Utilization Report (BUR) and printing Graphical Assignment Report
- Identifying unserviceable furnishings and arranging for exchange/turn-in utilizing the Centralized Furnishings Management Office (CFMO)
- Identifying, tracking, and reporting facility maintenance issues/requesting work orders through the Directorate of Public Works (DPW)
- Customer Feedback Survey distribution and collection

- Resolving customer complaints

3. SCOPE: This SOP applies to all personnel charged with the management of Single Soldier Housing (SSH) and military personnel requiring services; and consists of assignment and termination; pre- and final out-check inspections; other inspection types; maintenance and repair of real property and Government furnishings; Government furniture and appliances issue, turn-in, acquisition and disposal; recovery of costs for damages to real property and Government furnishings.

4. RESPONSIBILITIES:

a. **Garrison Commander:** Garrison Commander provides adequate facilities and services and manages the SSH management program per AR 420-1 and other referenced regulations.

b. **Garrison Command Sergeants Major (CSM):** The principal advisor to the garrison commander on all housing issues involving enlisted personnel. He/she will work with commanders and other agencies and individuals as needed in resolving complaints or problems.

c. **Unit Commanders:**

(1) Be actively involved in monitoring living conditions and be responsible for the management of utilized SSH.

(2) Allow appointed individuals for barracks management sufficient time to perform their duties. Upon request, provide guidance and assistance in resolving complaints, problems and disputes.

d. **First Sergeant:**

(1) Ensure that SSH utilization standards are met.

(2) Ensure that assigned SSH spaces are not directed for other usage such as training rooms, administration office space, day rooms and storage rooms without first obtaining approval of conversion or diversion of the barracks space. Authority to divert adequate UPH or substandard UPH (upgradeable) buildings or parts of buildings to other UPH use is held by the IMCOM with copy furnished to HQDA (DAIM-FD).

(3) Coordinate with the SSH office to obtain furnishings support and to update the required sub-hand receipt for the common used furnishings in buildings under his/her control.

(4) IAW reference 1.i., conduct regular inspections of facility concentrating on safety, security, health and welfare conditions, and facility/furnishings accountability and conditions.

(5) Inform the housing office of arriving and departing personnel in advance of arrival/departure to allow for coordination of inspection and maintenance processes.

(6) In coordination with the FSBI Team(s), appoint Building-, Stairwell- and Floor Coordinators/Fire Wardens.

e. Building, Stairwell and Floor Coordinators/Fire Wardens:

(1) In coordination with the FSBI Team(s), assist SSH residents in utilizing the Self-Help operation to complete minor repairs to the barracks building/room/space.

(2) In coordination with FSBI Team(s) and 1SGs, is the first line in the chain of command concerning complaints, problems and disputes involving SSH residents.

f. Directorate of Public Works (DPW):

(1) In coordination with the FSBI Team(s) responsible to determine requirements and allocate barracks space among units for optimum space utilization. Assign building(s)/space to brigade/battalion and turn over master keys to FSBI Team(s). Appropriate documents are kept and maintained at DPW.

(2) Input accurate Real Property Data in the Integrated Facilities System (IFS) and keep data up-to-date to ensure that inventory assets are correctly identified.

(3) Identify, track, order and coordinate requirements for maintenance, repair, improvements, self-help, flagship projects, renovations, and grounds maintenance

g. DPW Housing Division:

(1) Responsible for the effective management of Unaccompanied Personnel Housing (UPH), Single Soldier Housing (SSH) Program IAW FSBI principles.

(2) Control issuance of Certificates of Non-availability (CNAs) and Temporary Lodging Allowance (TLA) claims.

(3) Maintain key control. Procedures for emergency access and after duty hours entrance for persons who have locked themselves out, as well as the procedure for damaged and lost key(s) has been established in the Key Control SOP (Appendix A).

(4) Manage, operate, and maintain the SSH facilities and equipment in coordination with the Barracks Manager and other appropriate offices.

(5) In conjunction with military leadership and barracks residents, fully supports the BOSS program relating to SSH issues.

(6) Maintain utilization statistics, prepare reports IAW AR 420-1, and maintain automated occupancy data.

(7) Coordinate with the Unit Commanders for routine minor maintenance and repair.

(8) Assign and terminate rooms in HOMES, housing's automated data system, including furniture and equipment; conduct inspections as required.

(9) Report and coordinate with units for statements of charges and Financial Liability Investigation of Property Loss (FLIPL) for damaged facilities, equipment, and furnishings. Collect for damages beyond fair wear and tear and increase accountability.

(10) Provide pertinent information in regards to SSH Management to the Master Planning Office as well as other appropriate offices.

(11) Submit required SSH service order requests to DPW Work Reception and maintain accountability of submitted and completed work requests.

5. HOURS OF OPERATION AND LOCATION.

Sullivan Barracks: Building 255, Room 205

Taylor Barracks: Building 346, Room 136

Coleman Barracks: Building 50, Room 318

The Mannheim FSBI Offices are open Monday thru Thursday: 0830 – 1200 hrs
1230 – 1500 hrs

Friday: 0830 – 1200 hrs
1230 – 1450 hrs

6. ASSIGNMENT (Individual/Routine):

a. The UPH Manager or his/her representative must receive the manifest of arriving Soldiers as soon as it is available and will assign room(s)/space in coordination with the Unit's First Sergeant or his/her representative on the date of arrival. Assignments will be based on priority IAW AR 420-1, Chapter 3, gender and rank of applicants and the type and availability of facilities.

b. All newly arriving Soldiers must provide a copy of the Permanent Change of Station (PCS) orders and any amendments to the UPH office to verify eligibility to reside in the barracks. The Soldiers will receive a briefing on current policies and procedures and an assignment package that contains the following documents:

(1) Application for Barracks.

(2) Assignment Information and Briefing Check List (Appendix A) for UPH.

(3) UPH Inventory and Condition Report (I&C) (if applicable)

(4) Liability Statement for Damage to Assigned Housing.

(5) Government Funding for Local Moves Policy

(6) Temporary Lodging Allowance Policy Information (as applicable).

(7) Customer Feedback Survey/Comment Card.

c. The UPH staff adds Soldier's data into the Housing Operation Management System version 4 (HOMES 4), and prints out the hand receipt.

d. The inspector and the Soldier conduct the in-check inspection jointly, documenting the initial condition of the room(s)/space and its contents on the UPH I&C Report and the furnishings hand receipt, then the Soldier is issued a room key ,key, other keys as needed. The Soldier is briefed on replacement costs and procedures if the key is lost or stolen or becomes unserviceable in case of card key. The inspector signs and dates the documents. The Soldier must verify the initial condition and signs the forms as well. These documents are used when the room/space assignment is terminated to determine liability for possible damages to the facility and/or furnishings and equipment.

e. The UPH staff will prepare the HOMES generated assignment order and include it with the transmittal document. These will be submitted to the servicing finance office; a copy of both will be kept in the housing office.

f. A file folder is prepared, filed and kept, and must contain Soldier's PCS orders and copies. of all signed and dated documents.

g. Smokers will be assigned based on availability. If rooms are available, non-smokers will be roomed with non-smokers. If a non-smoker and a smoker are roomed together, the room will be non-smoking. There will be no smoking in doorways or common areas. The barracks are a DOD facility, which requires that all public access areas be, designated non-smoking.

h. If permanent quarters are not available, the applicant will be assigned to temporary quarters and will be placed on the waiting list until permanent quarters become available. **A telephone connection should not be established; household goods (HHG) should not be delivered until assignment to permanent quarters. Costs incurred will not be reimbursed if this rule is disregarded. Should temporary quarters not be available, applicants will receive authorization for Temporary Lodging Allowance.**

i. Occupants must inform the housing office of any change in status that may affect eligibility for UPH such as marital status, promotion and assignment to family housing.

j. Pets, of any kind, are not allowed in UPH.

k. IAW applicable regulations, unit integrity must be maintained at battalion level when housing Soldiers.

1. The UPH staff will refer to the applicable/referenced regulations when assigning Chaplains, Law Enforcement personnel and the different type of Reserve Component (RC) Soldiers and Overseas Duty Tour (ODT) Soldiers.

7. TERMINATION (Individual/Routine):

a. The housing office will query HOMES 4 on Soldiers' date expected to return from overseas (DEROS) information at least 3 months in advance of DEROS to identify personnel scheduled to depart the area. DEROS rosters will be verified by the responsible First Sergeant.

b. The housing inspector will perform a pre-termination inspection with the resident 30-45 days in advance of final clearance and record the inspection; the resident will receive a copy. During periods of increased FSBI requirements (due to deployments/re-deployments/re-stationing actions) pre-termination briefing(s) may be given at the housing office. The following areas will be covered during the pre-termination inspection/briefing:

(1) Resident cleaning requirements (identified in writing).

(2) Furnishings Inventory.

(3) Self-Help requirements (See Section 15, SELF HELP).

c. For termination of room assignment, the resident must schedule an appointment for inspection of the room with the housing office at least 14 days prior to the desired termination date.

d. The final inspection will be scheduled IAW the Soldier's final out-processing appointment.

(1) A housing inspector will conduct the final inspection, which includes clearing the furnishings hand receipt. All government furnishings will be in the room prior to the termination inspection. This inspection will ensure that the occupant has performed the tasks identified at the time of the pre-termination inspection/briefing. The condition of the room(s)/space must allow follow-on assignments without delay.

(2) After passing the final inspection, the housing inspector will sign the clearing papers and provide the Soldier with his/her termination orders. The Soldier will not be required to proceed to the housing office for any reason if he/she has a successful final inspection.

(3) The Housing Division will notify the Soldier's chain of command if he/she fails to meet their responsibilities.

e. Soldiers will remain in their quarters until their departure whenever possible or be moved to transient rooms. If this is not an option outgoing TLA may be authorized by the housing office for not more than 3 days.

f. Residents that are held liable for damaged facilities or missing/dirty equipment or furnishings will be instructed to report to the housing office to initiate a Statement of Charges, Cash Collection Voucher, or a Financial Liability Investigation of Property Loss (FLIPL) before receiving final clearance from the housing office.

g. The UPH staff will prepare the HOMES 4 generated termination order and include it with the transmittal document. These will be submitted to the servicing finance office; a copy of both will be kept in the housing office.

8. MASS ASSIGNMENT AND TERMINATION

a. Mass assignments: for mass assignments, the UPH manager provides the unit with blank excel spreadsheet for the unit to determine where they would want the Soldier assigned. The FSBI/SSH team will make every effort possible to accommodate the military leadership with the room assignment requests. The FSBI/SSH team and/or 1SG or unit representative places the in-processing packets at the foot of the bed of the pre-assigned rooms for all in-coming Soldiers. All the Soldiers are briefed as a group (either on the bus, a dayroom, or based on the number of Service Members and the weather conditions, a parking lot) on the SSH policies, procedures, and in-processing paperwork. The Soldier proceeds to the pre-assigned room and completes the in-processing paperwork including the furniture hand receipt print out. Upon completion, the Soldier returns to the SSH designated area where the Soldier is issued a key. The in-processing paperwork is later entered into HOMES.

b. Mass terminations: The SSH manager receives a list of deploying Soldiers (1 week or earlier, NLT 72 hours) prior to the departure date from the unit. On the departure date, the SSH team personnel will meet each Soldier at their assigned room. Each Soldier is required to stand the final inspection unless prior arrangements have been made with the command. The clearing inspection is then completed. Damages will be assessed by using the Room Clearance Checklist which the Service Member will be required to sign. Upon return to the office, the UPH Manager will go through the room clearance checklists and process the collection of damages via DD 139. At that time, if it is a re-lock or re-key, a DA Form 4283 is sent to DPW work order section for processing. During the termination process, the SSH team can identify any fair wear and tear during the inspection and initiate service orders at this time. If there are furnishings that need to be replaced, it's annotated on the hand receipt and sent to the Furnishings Management Office. Rooms that are not cleaned to current standards are identified and submitted to the custodial staff to be professionally cleaned at the expense of the service member.

9. TRANSIENT ROOMS

a. Transient rooms are temporary facilities assigned to unaccompanied Soldiers. Contingent upon requirements and availability of space, FSBI management office will reserve approximately 1 percent of the barracks space for transient rooms. Keys for these rooms will be provided to unit leaders to account for unexpected circumstances. Management of transient room space is the responsibility of the unit leader signed for the room(s). In multi-use buildings (buildings used to house a combination of small contingencies of military personnel such as Medical/Health Clinic Staff, Post Office Staff, USAG HHC Personnel, etc), the transient room(s) will be the responsibility of the senior ranking member of the largest contingency of service members. The transient room(s) will be shared equally between all military units assigned space within the building. A memorandum of agreement pertaining to this policy will be maintained by the FSBI Office and signed by all unit leadership assigned space within the multi-use building. Examples of requirements for transient room assignments follow:

(1) In/out-bound unaccompanied personnel unable to find/afford facilities while awaiting permanent assignment or following quarters' termination due to PCS moves.

(2) 72 hour "cooling off period" for domestic issues.

b. Rules and requirements for residing in Transient rooms.

(1) Maximum stay will not exceed 72 hours without prior approval from UPH Manager or Housing Manager.

(2) All occupants will maintain cleanliness of facility. Cleaning supplies are provided by the unit /supply sergeant for this purpose. Trash will be placed in the provided trash containers outside the building for trash pickup in accordance with local schedules.

(3) Excessive personal property will not be permitted. Delivery of personal property should be delayed until assignment to permanent quarters.

(4) No overnight guests will be permitted. Visitors will be allowed in the common areas only between the hours of 1000 – 2200. Visitors must be at least 18 years of age and must be accompanied in the quarters at all times by the Soldier being visited.

(5) No pets of any kind will be permitted.

(6) No smoking will be allowed in these quarters. Smokers should do so outside of the facility and properly dispose of cigarette butts, i.e. ensure they are extinguished and placed in a trash container.

(7) Occupants causing damage to furnishings and/or facilities will be assessed charges for the damages.

(8) Command will be notified of occupants who fail to follow established rules and requirements which may result in removal and/or disciplinary action.

(9) All unresolved issues should be reported to FSBI/UPH Manager, Building 255, Room 205, Phone 385-2545 / 3620.

10. BARRACKS UTILIZATION REPORTS (BURs)

Ideally, the FSBI / UPH manager updates the Garrison's BUR data sheets daily. The Garrison's BUR data shows the building number, room number, Service Member's name, brigade, rank, gender, and priority as defined in AR 420-1, Chapter 3. The Garrison's BUR data also shows what rooms are down for maintenance and what rooms are designated unit transient spaces.

The FSBI/UPH Manager compiles the data weekly to obtain the current barracks occupancy for the entire installation. BUR data is required to be submitted to IMCOM Europe Region on a quarterly basis.

BUR input is collected via a custom software package, which looks like the following:

Barracks Utilization Report																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
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11. GOVERNMENT FURNITURE AND APPLIANCES

a. Upon assignment of SSH room/space, each occupant will sign a hand receipt for furnishings and will be held liable for the accountability of the items and any damages or loss due to negligence that occur while the property is in their possession.

b. The FSBI/UPH Office, in coordination with the Furnishings Management Office (FMO) in the housing division will maintain hand-receipt files for furniture and appliances issued to SSH room/occupant(s) and common use areas. Furnishings accountability shall be maintained via HOMES 4. A hard copy of the hand receipt for the individual space assigned will be maintained in the applicable customer file.

c. Basic allowance for each occupant is one single bed platform or double slat bed (for NCOS) with mattress and cover, one night stand, one table lamp, one 3 drawer chest of drawers, one TV stand, one Desk, one mirror, one bookcase desk, one chair straight, two wardrobes (unless a built-in closet is in the room/module). Maintaining rooms in a standard configuration is not required; however, setting up personal furniture is limited due to room size restrictions. Occupants may turn in furnishings that are in excess to their needs at any time. Requests for issue and/or turn-in of government furnishings are processed at the FSBI/UPH Office in coordination with the FMO. Rooms must have the basic issue government furniture at the time of the out-check inspection.

d. Common used Government property in any room or module will be on the hand receipt of the Building Manager who is usually the most senior occupant. Should common use property become damaged or lost and the person responsible cannot be determined, a Report of Survey will be initiated.

e. Rooms are set up with furniture in accordance with number of spaces allowed. Should one Soldier be assigned to a room with more authorized spaces, migration into the adjoining space is not allowed. The room must be kept clean and in order for immediate assignment to additional personnel.

f. FMO will conduct inspections/inventories of common area furnishings in coordination with the common area furnishings hand receipt holder at least once every 6 months.

g. The FSBI/UPH staff will conduct random facilities assets checks and inspections of unassigned rooms/spaces to account for unassigned furnishings, to ensure rooms/spaces are ready for immediate assignment when needed and to validate utilization data.

h. Exchange/turn-in of unserviceable furnishings.

(1) After unserviceable furnishings are discovered, the FSBI/UPH Office personnel will contact the furnishing office to check status of the furniture in-stock. If the furniture is not in-stock, the FMO clerk fills out the "in-house" furniture request form as a reminder to request the items as soon as they are in-stock.

(2) If the furniture is in-stock, a HOMES Furniture Request for Delivery or Pick-up is requested through the Furnishings Management Office. When FMO has the furniture in-stock, a date and time is coordinated with the FSBI/UPH Office by the FMO to pick-up and replace the furniture. The FMO has its own local drayage contractor who utilizes their own vehicles to transport, deliver, and pick-up both serviceable and unserviceable furniture. It may take up to 4 work days to replace the furniture depending on the FMO schedule and funding. Therefore, close coordination is required with the FMO for all issues of this nature.

12. RESIDENTS LIABILITY FOR DAMAGE TO GOVERNMENT PROPERTY:

a. Soldiers assigned SSH and issued government furnishings are legally responsible for any damages to the dwelling unit and for damage, loss or destruction of government furnishings and equipment as a result of negligence or abuse.

(1) A resident is negligent when steps are not taken to prevent or minimize careless conduct that is likely to result in damage, loss or destruction of government property.

(2) Abuse means willful misconduct or the deliberate unauthorized use of quarters (e.g., allowing unauthorized personnel to reside in quarters).

(3) The resident is not liable for damage due to fair wear and tear (FWT) (as determined by a qualified technical inspector) or caused by an act of God. Residents are liable for damage, loss or destruction of government property caused by themselves and their guests.

(4) The resident's liability is limited to an amount equal to one month's basic pay, unless the damage or loss is deemed to be the result of gross negligence or willful misconduct. In such cases, the resident may be liable for the full amount of the damage or loss.

b. Depreciation is authorized IAW AR 735-5 and used when the item is in less than new condition. The rate of depreciation is based on normal use, and may be increased or decreased based on facts showing more or less than average use.

(1) Painting is normally on a 3-year cycle. Charges will depend on the cost and will be prorated over the number of years/months remaining in the cycle.

(2) Government Furniture and Appliances. Depreciation is authorized when an individual willingly pays for loss or damage to item(s). Depreciation will not be applied if the individual disputes a claim and a Financial Liability Investigation of Property Loss (FLIPL) finds the individual monetarily liable.

(3) IAW AR 735-5, nonperishable items will be depreciated up to 75 percent at a rate determined by a straight-line method of depreciation. This method is based on an item's normal useful life expectancy and its current cost. For perishable items (e.g., mattresses, mattress pads, curtains), a standard depreciation of 25 percent is allowed.

c. Damage, loss or destruction of government property may be settled by one of the following documents:

- Statement of Charges, DD Form 362
- Cash Collection Voucher, DD Form 1131
- Pay Adjustment Authorization, DD Form 139

(1) If payment is disputed, a FLIPL will be initiated by the appropriate housing section and submitted to the USAG Mannheim, Department of Logistics (DOL) for appointment of a survey officer. **In order to ensure that Soldiers are held liable for negligent damages, the**

appointed survey officer will not be from the Soldier's unit of assignment, in accordance with IMCOM-E FSBI SOP.

(2) Personnel will receive a thorough explanation by the Housing Division/Furnishings Management Office regarding costs and the methodology for determining costs. Personnel who acknowledge liability but who question costs/methodology will have their cases referred to the housing manager. If the situation cannot be rectified, a FLIPL will be initiated.

d. Collecting for damages and cleanliness charges.

(1) The collection process begins when the SSH inspector clears the room or when the damage/key loss is known. Damages are assessed by using the Room Clearance Checklist which the Soldier will be required to sign. The SSH counselor fills out a DD 139 in order to have the charges deducted from Service Member's pay.

(2) All DD 139s are added into HOMES4 with the original being sent to the finance office, with the appropriate accounting classification codes for structure/facility damage charges and damages to furniture, equipment, and cleaning. The finance offices use the accounting classification and routing codes to electronically, through the Defense Management Operations Pay (DMOP) system, place the money into the appropriate DPW account. Designated individual checks back with the finance offices for a status report. A copy of the status report is provided to the SSH Office and to the DPW Budget Office. Since DFAS processes the charges in lump sums, there is no way of tracking from which customer the money was acquired.

(3) All documented charges are kept on file in the housing office.

13. DEPLOYMENT/REDEPLOYMENT:

a. During periods of deployments, Soldiers residing in SSH are required to vacate their room(s)/space in the event the quarters are needed to house follow-on forces. Personal property will be packed and stored during deployment. Reimbursement of telephone and cable TV reconnection fees will be at government expense. Separate instructions will be provided if this option is implemented.

b. Soldiers will have their personal property inventoried, packed and stored at government expense at a commercial storage facility arranged by the transportation office.

c. Single Soldiers in grades E-6 and below will return to SSH upon redeployment.

d. A Soldier's personal property that was packed and stored at government expense during deployment; will be returned to the Soldier's quarters at government expense.

e. Soldiers who were directed to terminate their SSH room(s)/space are authorized reimbursement of telephone and cable TV reconnection fees. Paid receipts are required for reimbursement. Soldiers may contact their FSBI/SSH Office to obtain information regarding this process.

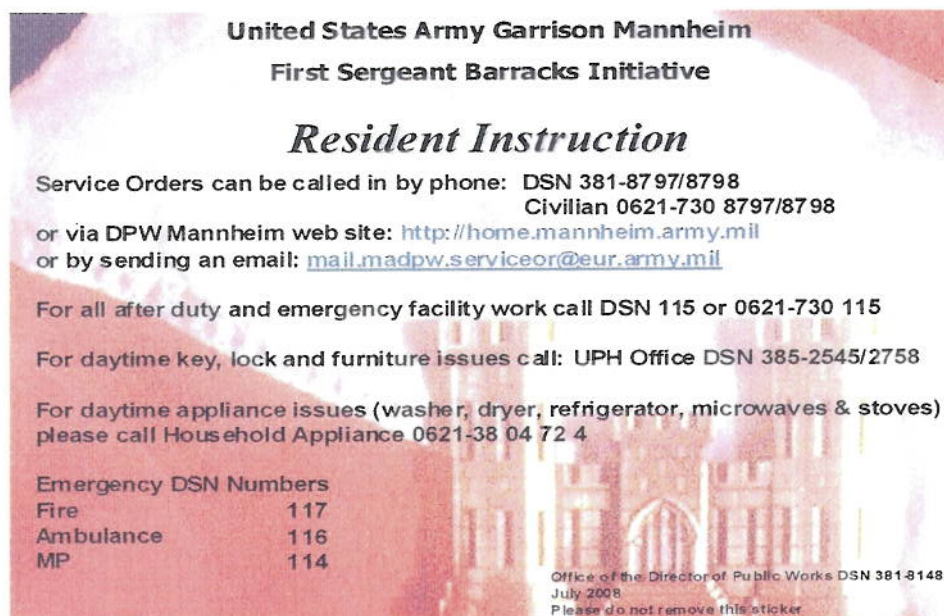
14. REPAIR (SERVICE ORDERS) & EMERGENCY REPAIR PROCEDURES:

a. Occupants are responsible for routine housekeeping functions including minor maintenance and simple repair necessary to keep their assigned quarters and any assigned Government furnishings in good condition. Occupants are expected to make all self help repairs that a prudent homeowner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the Self-Help Issue Point (SHIP). Non-emergency problems beyond the scope of self help which occur after duty hours should be tolerated until corrective action can be taken on the next duty day.

b. Occupants are also responsible to promptly report defective, broken, damaged or malfunctioning components, equipment, furnishings or fixtures which the occupant cannot repair and would require a service order.

c. Service Orders / Emergency Service Orders:

(1) Service Orders: During duty hours, to obtain repair services, call the DPW Service Order Reception at **381-8797 / 8798**. In addition, there are stickers placed on the back of all barracks rooms doors showing how to submit a service order / work order to DPW both telephonically and by use of email and the DPW website. A copy is shown below.



(2) Emergency Service Orders: An emergency exists when there is immediate danger to life, health, security, or Government property. Examples of emergency situations are broken water or steam pipes, broken electrical components, stopped up toilets (when only one is available), etc. An inoperative range or refrigerator is not an emergency. During duty hours, Emergency Service Orders are directly reported to the DPW Work Reception. After duty hours, the resident can call DSN 115, which links them to the Coleman Fire Department where an emergency standby technician can be contacted to make needed repairs.

d. FSBI/UPH staff are required to review, monitor and track all service and work orders produced for each UPH facility under the control of this office. FSBI/SSH staff are required to work closely with the DPW Work Reception and Maintenance Shops to effect timely completion of service/work order requests to insure all QOL standards are met. Weekly the FSBI Team(s) receive(s) an "IFS Dump" which contains all of the Service Order activity for the past 90 days for the barracks within their Team area(s). This allows the Team Leader to work with the DPW Maintenance staff to effectively close out old service orders.

e. FSBI/UPH staff will stand ready to assist SSH residents with service/work request issues and will perform, as required, as liaison between the resident and DPW staff.

15. SELF-HELP:

a. The self-help program is designed to obtain maximum use of available manpower by encouraging occupants to conserve utilities, follow good housekeeping practices and perform simple minor maintenance and repair work. The purpose of this program is to develop the pride, discipline, and responsibility customary in a prudent homeowner.

b. The local DPW can provide technical advice to occupants for work they can realistically perform. The local Self-Help Issue Point (SHIP) can provide supply items; e.g. weather stripping, toilet seats, small plumbing items, small hardware, fluorescent bulbs and starters. Occupants should check with the local SHIP to see what is available.

c. Occupant Responsibilities.

(1) Maintain property assigned to or used by them and the immediate surroundings in a clean and orderly condition.

(2) Conserve energy, follow good housekeeping practices, and exercise judgment in performing homeowner handyman tasks.

(3) Request the DPW, through the UPH Manager or representative to the FSBI/UPH office, if appropriate, perform work beyond the scope of occupant capability.

(4) Self-help improvements will be coordinated with the UPH Manager and/or DPW prior to commencement of work. Failure to receive written approval could result in failure to pass final clearing inspection and requirement to return quarters to original condition and charges to the Soldier. Since the USAG Mannheim FSBI program utilizes a contract to perform between occupancy maintenance, painting, repair, and cleaning of SSH Soldiers are not authorized to paint their rooms.

(5) Cooperate with DPW personnel by complying with instructions on care and maintenance of the dwelling unit and its components.

(6) Residents residing in SSH are not authorized to install permanent carpet or carpet squares in their rooms or common areas. Soldiers will be charged for damages caused by carpet, carpet glue or carpet tape to room floors.

16. CLEANING AND MAINTENANCE:

a. All personnel residing in SSH are responsible for the cleanup and maintenance of the stairways and complex areas. The Building Manager or unit chain of command will post a duty roster. Personnel on leave/pass or field duty will find a replacement or notify the appropriate person maintaining the roster so duties can continue efficiently. All common areas will be cleaned daily by 0900 hours.

b. All luggage and boxes will be properly marked with individual's last name and last four digits of social security number and stored in the storage cages located in the individual buildings when available.

c. Room furnishings will not be removed from any room without prior approval of the FSBI/UPH Office. Room furnishings will not be disassembled for any reason.

d. Trash from rooms will be placed in the dumpsters, not in the basement, or in the laundry rooms.

e. The privacy of all occupants will be respected and noise levels, to include playing of television, stereo equipment, and radios will be kept at a level to preclude disturbing other occupants. Failure to comply with this provision may result in individuals forfeiting the privilege to have the noise-producing equipment in their rooms. Noise may be considered to be excessive if occupants of adjoining rooms or suites complain.

f. Individual suites, as a minimum, will meet these daily standards:

(1) Rooms must be maintained in a "clean, safe, functional, secure, and neat" condition. Clean as necessary to assure that proper sanitation level is maintained. Rooms must meet the "clean, safe, functional, secure, and neat" standard at all times.

(2) Valuables will be put away and the closet locked.

(3) Electrical appliances will be disconnected or turned off, i.e., irons, hair curlers, and blow dryers, televisions and stereos when not in use.

(4) Remove any trash containing discarded food. Immediately take all trash to dumpster and clean trashcans as required.

(5) Wipe down microwave after use.

(6) Sweep, mop, vacuum floor.

(7) Clean sinks, mirrors, toilet and shower/bathtub. Water deposits, soap scum, and mineral deposits will be removed. Shower curtains will be checked for mildew and cleaned as required.

(8) No food will be left out.

g. Residents may decorate their rooms as long as the decorations are not offensive to others and the room is returned to the standards in AR 420-1 and as designated by the UPH Staff / inspector before out processing.

17. SOLDIER COMMON AREA:

a. Soldier Common Area (SCA) is for the convenience and relaxation of the Soldier and for use by occupants only.

b. Keep free of trash at all times.

c. Clothes will not be left unattended in the laundry rooms. Unattended personal belongings are not the responsibility of the Garrison, UPH Manager UPH Staff or Building Manager.

d. The use of the kitchen will be coordinated with other residents and will be cleaned after use and inspected daily by the Building Manager, his/her representative, or the BC.

e. Game room equipment will be signed out from the Building Manager, his/her representative or hand receipt holder.

f. Use of grills must comply with all local Garrison safety and fire prevention guidelines and will be coordinated with the Building Manager or his/her representative.

g. No private parties/meetings will be held in the SCA.

h. There will be NO SMOKING or CONSUMPTION of ALCOHOL within the SCA.

18. NON-HOUSING INSPECTIONS:

a. All unit commanders, first sergeants, and immediate supervisors will make random checks (on a regular basis) of their Soldiers' rooms/living areas for the purpose of maintaining a standard of health, cleanliness, functionality, neatness, and security.

b. Visibility of unit leaders within Soldiers quarters will enhance morale, foster teamwork, and improve living conditions and the well being of all barracks residents.

c. Military Police, MPI, and CID agents will be allowed to search Soldier quarters common areas pursuant to their official duties upon presentation of their credentials. Search of Soldiers' rooms will only be allowed if, upon presentation of a search warrant, the Soldier consents, or evidence relating to a crime is being or about to be destroyed. The Housing Manager, Garrison Command Sergeant Major, and Unit Commander will be promptly notified of the request to search and the use of military working dogs.

d. Periodic inspections and inventories will be announced at least 24 hours in advance whenever possible.

e. Unannounced health, welfare, safety, and security inspections may be conducted with military unit leadership. However, these types of inspections will be held to a minimum.

g. Whenever possible, at least 24-hour notice will be given prior to maintenance/repair personnel entering the room.

19. PHYSICAL SECURITY

a. Personnel going TDY for a period of 180 days or longer will be required to terminate room assignment. If the occupant so desires, the name may be maintained on a waiting list with the anticipated date of return. The transportation office requires the TDY orders for storage of personal items at government expense during that period.

b. Personal property within the quarters is the responsibility of each individual who resides there. Individuals must ensure that personal property is secured at all times. Residents should padlock their storage cage, cabinet(s), bed drawer, and similar; however, padlocks are not government provided.

c. Residents are responsible for ensuring that personal high value items are recorded on DA Form 4986 and the form is on file at the individual's unit. Items that do not have a serial numbers should be marked with the last four digits of his/her social security number.

d. FSBI Team(s) will ensure keys are not marked in any manner which will assist an unauthorized individual in matching a key that was lost, stolen, or misplaced to a specific building/room lock. Unauthorized locks are not permitted. Assigned Soldiers will not give their key or Key Card for their room to a non-resident.

20. SAFETY

a. Safety is of utmost importance within the enlisted quarter's facilities. Doors that cannot be properly secured will be reported to the DPW.

b. Windows with broken handles, broken hinges, and broken glass will be reported to the DPW immediately for corrective action.

c. Stairs will be kept free of trash and liquids.

d. Residents who come in contact with explosives, i.e.; firecrackers, gunpowder, and flammables, will not bring these items into the UPH quarters for any reason.

e. Electrical cooking appliances, which are authorized for use in the UPH quarters, are microwave ovens, crock pots, coffee pots, air type popcorn poppers, or any item that does not use oil or produce extreme heat. All others, to include hot plates and deep fryers, are strictly prohibited.

f. Lit candles, incense, or oil lamps must not be left unattended.

g. Electrical appliances that have a heating element, other than electric irons, curling irons, hair dryers, coffee pots, or air type popcorn poppers, are prohibited.

h. There will be absolutely NO SMOKING IN BED.

i. Occupants should acquaint themselves with the location of fire extinguishers.

j. During a fire alarm, occupants must evacuate the building, closing windows and doors as they exit, disconnecting appliances, and turning off all lights.

21. ENVIRONMENTAL

a. Privately Owned Vehicle (POV) Maintenance. In accordance with German environmental laws, discharge/spillage of water-endangering liquids is not allowed. Occupants are not allowed to perform any POV maintenance involving liquids; for example, radiator work, brake work, oil or transmission fluid changes, fuel tank repair. Various auto craft shops are available for use by military personnel at a nominal charge.

b. POV Washing. German law regulates POV washing. Washing or rinsing POVs in/on public areas is strictly prohibited. Public areas include city, state or federally-owned roads, parking areas or grounds, e.g., parks. POVs may be washed in housing areas, provided the area is concrete or asphalt and the POV is washed with plain water only. Use of detergents or soaps is strictly prohibited. Numerous carwash facilities, which comply with German laws, are available on and off the installation.

c. Parking of privately owned vehicles is authorized in designated parking areas and occupants will not park on seeded areas or areas designated as fire lanes or sidewalks.

d. No automotive parts will be stored in any part of UPH quarter's facilities, to include private rooms and bulk storage areas.

e. Trash Disposal. German law requires that occupants sort household waste, including metal, glass, paper, and cardboard. Occupants must use recycling bins and trash dumpsters for their intended purpose by excluding recyclables and hazardous wastes from trash dumpsters. Your local environmental office will provide you with a guide to sorting or recycling. The guide will also tell you where to pick up additional yellow and/or blue bags.

22. ENERGY CONSERVATION

- a. All lights and water faucets will be turned off when not in use.
- b. Practice prudent usage of water. Domestic hot water will not be used for washing POVs.
- c. Promptly report all malfunctions of utility systems to the DPW, Service Order Desk.
- d. Portable heaters will not be used except under emergency conditions, i.e., failure of heating system as approved by the DPW.
- e. Transformers will be unplugged when not in use.
- f. Freezer temperature should be set at 0 degrees F; set refrigerator temperature at 40 degrees F.

23. PRIVILEGES:

- a. No visitor limitations, except:
 - (1) Soldiers may have visitors in their rooms during the day (0600 to 2400 hours); but before a Soldier may have overnight visitors (2400 to 0600 hours), the company commander and the Soldier's roommate must approve the visit. The commander may restrict this policy. Soldiers are responsible for the conduct of their guests. Soldiers hosting guests and their guests will respect the privacy of roommates and other Soldiers in the barracks.
 - (2) Parent or Guardian must accompany visitors that are under 18 years of age.
 - (3) No cohabitation is permitted.
 - (4) Roommate must consent to visitors if more than one Soldier occupies the room.
- c. Occupants may set furnishings according to personal taste as long as placement does not encroach on another person's space or create a safety hazard in exiting. Personal furniture is not encouraged but is allowed. Issued furniture must be removed to make space and be replaced upon move out. Waterbeds are not authorized.

APPENDIX A

1. The Directorate of Public Works (DPW) is responsible for the installation, maintenance, repair and replacement of locks and keys and key card systems for all real property facilities. All locks that are for non-real property such as lockers, mailboxes, cabinets, desks or similar items are not maintained or repaired by DPW.

2. In the event that a Soldier's residence key is lost, stolen or no longer works correctly, the procedures outlined below will be followed:

a. Lost keys or broken key cards can be replaced at the UPH section of the Housing Division, Monday — Friday 0730 -1530. The Soldier will be issued a statement of charges, cash collection voucher or Financial Liability Investigation of Property Loss for the replacement of the lost key or broken key card. Key cards that are not physically damaged but will no longer activate the locking system will be replaced at no charge.

b. Soldiers that lose or damage their keys and/or key cards after duty hours, weekends, and holidays will contact their Unit Commander or First Sergeant to obtain the unit's commanders or First Sergeants additional key to their quarters or have their room opened with the master key. On the next working day the Soldier will follow the procedures as indicated in paragraph 2a above and return the unit's key back to the Commander or First Sergeant.

3. Key cylinders will be replaced at the resident's expense when two or more keys to the residence have been lost.

4. Reproduction of keys.

a. US Government keys are not authorized to be reproduced commercially for any reason.

b. Damaged hard keys (cylinder type) will be given to the UPH Manager/FSBI Team for replacement.

c. SAFLOK room keys (key Cards) will be replaced by the UPH Manager / FSBI Team. Only new keys will be issued if the key was lost. Duplicate keys will only be issued for damaged keys, expired keys, or non working keys. If the Soldier cannot produce the damaged key, etc. then a new key will be issued.

d. SAFLOK master keys can only be made and issued by the UPH Manager / FSBI Team.

e. When a new SAFLOK barracks room key is made that key must be inserted in the door lock to activate the new key and deactivate the old key.

c. A missing keys both hard style and SAFLOK will be reported when missing to the UPH Manager/FSBI Team. A work order will be submitted to replace the missing key immediately. The barracks manager/inspector will investigate the loss and determine if the individual was negligent and what actions to take (cash collection, statement of charges, report of survey, etc.).

5. Emergencies, after duty hours, weekends and holidays, Commanders or First Sergeants will contact the Mannheim Fire Department for emergency lock services at DSN 115. The next work day the UPH section will charge the resident for the lock replacement through a statement of charges, cash collection voucher, or the initiation of a Financial Liability Investigation of Property Loss if found at fault.

6. One Master SAFLOK key will be issued to the Company Commander with an additional Master SAFLOK key being issued to the Company First Sergeant; for barracks buildings under their control. Barracks buildings that have hard style (cylinder locks) are different from the master key (SAFLOK) system. Commanders and First Sergeants will receive one room key for each barracks room; since master keys are not available for these units.

The master keys/room keys will be used by the Commanders and First Sergeants in accordance with section 9 (Transient Rooms) and section 18 (Non-Housing Inspections) of the FSBI SOP in the performance of their duties. As indicated in 2b above, Soldiers are to first contact their unit commander or first sergeant after duty hours, weekends or holidays when locked out of their rooms.

APPENDIX B

USAG MANNHEIM SOLDIERS QUARTERS IN-PROCESSING CHECKLIST

DATE: _____

Rank/Name: _____

Organization: _____ Bldg/room _____

1. Information provided:

Initial:

Government Furniture Support
Maintenance and Repair
Physical Security/Safety
Appearance and Standards
Apparel
Environmental/Energy Conservation
Temporary Lodging Allowance
Authorization to move into private rental housing

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

The First Sergeant has a copy of the Standing Operating Procedure (SOP) for Unaccompanied Personnel Housing (UPH) – Barracks - Management for more in-depth information.

2. I have been briefed on all of the above and have received the following handouts:

Application Sheet
Barracks Assignment Guideline
Liability for Damage to Assigned Quarters
Government Funding for local Moves
UPH Inventory and Condition Report
Government Furniture Listing
Cleaning Standards

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Signature and Phone # _____

APPENDIX C

USAG MANNHEIM
APPLICATION FOR BARRACKS ASSIGNMENT

NAME: _____ RANK: _____
(LAST, FIRST, MI)

SSN* _____ DATE OF RANK: _____

GENDER: _____ F _____ UNIT: _____

ARRIVAL DATE: _____ LAST STATION DEPARTED: _____

MARITAL STATUS: MARRIED: _____ SINGLE: _____ DIVORCED: _____

FAMILY MEMBERS:

- SPOUSE: NAME _____

-CHILD(REN): _____

NAME/DOB/GENDER: _____

WILL YOU BRING YOUR FAMILY: YES _____ NO _____

ETS DATE: _____ DEROS _____

BUILDING ASSIGNED: _____ ROOM: _____

SOLDIER SIGNATURE

DATE

APPENDIX D

*PRIVACY ACT STATEMENT: SSN Used for identification only. Authority: Executive Order 9397

USAG MANNHEIM

BARRACKS ASSIGNMENT GUIDELINES/CHECKLIST

_____ Inspect your assigned space upon arrival. Annotate any deficiencies on the 'Barracks Move-in Condition/Inspection Checklist' provided to you and return it to your Barracks management Office within 3 working days.

_____ Approval from your 1SG and your Barracks Management Office must be received before changing rooms.

_____ If you are in a room by yourself (SPC and below), do not migrate into the adjoining space; always have the room ready to receive a roommate.

_____ Removal/swapping out of any furniture in the barracks rooms/buildings IS NOT authorized.

_____ Practice good housekeeping.

_____ Pets ARE NOT authorized.

_____ Smoking **IS NOT ALLOWED** in rooms shared by non-smokers nor in common areas of barracks buildings. Residents are reminded that this policy also includes visitors.

_____ When cooking in rooms equipped with cooking appliances, items must not be left unattended.

_____ Lit candles or incense must not be left unattended.

_____ Tampering with smoke detectors is not allowed (removing , turning-off, etc).

_____ Maliciously discharging fire extinguishers is not allowed.

_____ Tampering with any fire prevention/safety equipment may result in punitive action. This includes exit lights and signs, emergency back-up lighting and exit hardware.

_____ Parking in designated fire lanes or within 15 ft of a fire hydrant or fire department connection is not allowed. You could be ticketed by the Provost Marshall's Office for parking/driving your POV in non-designated parking/driving areas.

_____ For lock-outs, contact your Barracks Management Office or the After Hours Services during non-business hours.

_____ Work Orders should be placed by contacting your Barracks Management Office. In the case of an emergency during non-business hours, you may call the work order number listed below. Please notify your Barracks Management Office of any deficiencies ASAP.

_____ All Service Members must out-process through their respective Barracks Management Office when clearing their assigned space. Please schedule an appointment with your Barracks Management Office at least 48 hours prior to your departure.

_____ Charges will be assessed for damages other than fair wear and tear and items unaccounted for.

_____ Charges will be assessed for a relock and rekey for keys that are lost or not returned upon clearing.

APPENDIX D CONTINUED

YOUR BARRACKS MANAGEMENT OFFICE IS: _____
(Office Hours: Monday-Friday, 0830-1200 1230-1500)

AFTER HOURS SERVICES, PLEASE CALL: 0621730-115 or DSN 115
(Office Hours: Monday-Friday, 1500 - 0730; Saturday & Sunday, 24 hrs)

SERVICE MEMBER NAME

BLDG/WING/ROOM

SERVICE MEMBER SIGNATURE

DATE

APPENDIX E

LIABILITY FOR DAMAGE TO ASSIGNED QUARTERS

Public law makes military residents of Government housing units legally responsible for damage to the units, or for damage or loss of Government-owned appliances and furniture. Damages include lack of cleaning or failure to clean when resident clears/moves out of assigned room. This notice explains the rules, which apply to unaccompanied personnel housing. Please read carefully and keep a copy for your records.

1. You can be held pecuniary (financially) liable when your Government quarters, appliances, or furnishings are lost, damaged or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your guests act carelessly and you do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of quarters, i.e., conducting an unauthorized business in the housing unit.
2. The Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct. In such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your guests act recklessly and you do not take proper steps to prevent or minimize such misconduct or reckless behavior. If despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.
3. You are not liable for damage consisting only of fair wear and tear, or caused by an act of God.
4. Special rules for quarters-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interest of the United States. This waiver authority, which is similar to forgiveness of the debt, is new. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records. This information is contained in Army Regulation 735-5, Policies and procedures for Property Accountability, paragraph 13-46, **Remission or cancellation of indebtedness (Enlisted personnel only)** and paragraph, 13-48, **Submitting an application to the Army Board for Correction of Military Records (ABCMR)**.

5. The potentially great liability makes the question of insurance even more important to service members residing in Government controlled quarters. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may have insurance for your protection and peace of mind. The housing office and UPH sections are not authorized to identify nor recommend insurance companies, this is a personal responsibility.

I have read and understand the policy contained herein.

Printed name and rank

Bldg/room

Signature

Date

APPENDIX F, AE Supplement 1 to AR 420-1

GOVERNMENT FUNDING FOR LOCAL MOVES

A local, short-distance move of household goods is government funded if the move is deemed by the Garrison Commander to be “for the convenience of the government.” Conversely, a local, short-distance move that is made to accommodate a service member’s personal issues, convenience, or desires will not be authorized for payment by the Government. Paragraph U5355 of the Joint Federal Travel Regulation (JFTR) provides specific policy guidance pertaining to short-distance moves. The information contained in the following matrix addresses some of the more common local moves and outlines the responsibility for funding the cost of the move:

SITUATION	Government Funded	Personal Expense
Single pregnant service member is “directed to move from barracks to Family housing.	X	
Single pregnant service member elects to move from barracks to private rental housing.		X
Single service member marries and moves from barracks to Family housing.	X	
Single service member marries and elects to move to private rental housing when Family housing is available (Mandatory housing assignment policy in effect).		X
Married couple living in Government Family housing divorce and sponsor moves to the barracks.	X	
Change in Family composition or rank increases bedroom or category authorization.		X
Family elects to move from Family housing to private rental housing.		X
Family requests to move from private rental housing to Family housing for personal convenience.		X

Service member must vacate private rental housing for reasons beyond member's control incident to " Involuntary " tour extension.	X	
Service member must vacate private rental housing due to landlord's refusal to renew lease or eviction.		X
Garrison Commander determines quarters are uninhabitable.	X	
Garrison commander directs mandatory assignment to Government Family housing to fill vacant units.	X	
Required to vacate Government Family housing due to retirement from active duty or separation from service.	X	
Any move directed at the discretion of the garrison commander.	X	
Move to another Government Family housing unit based on a medical exception to policy approved by the garrison commander.	X	

APPENDIX G

UPH Inventory and Condition Report Part I						
Resident's Name and Rank:					Building Number / Room Number	
Type of Inspection: Assignment <input type="checkbox"/> Pre-termination <input type="checkbox"/> Termination <input type="checkbox"/>					Inspection Date:	
Inspector Initials	<u>Last Painted</u>	<u>Last Carpeted</u>	<u>LAST BOM</u>	<u>Last Sanded</u>	<u>Last Cleaned</u>	
QUARTERS CONDITION						
Use the codes below to describe discrepancies	Hallway	Kitchen	Bathroom	Bedrooms		Storage
				1	2	
Floors						
Walls and ceilings						
Baseboards						
Doors/door handle						
Peephole						
Windows and screens						
Closets and Cabinets						
Appliances						
Refrigerator						
Range/oven						
Microwave						
Shelves & drawers						
Plumbing fixtures						
Bathtub/shower/sinks/toilet						
Counters/cabinets						
Electric outlets/light fixtures						
Locks						
AFN Connection						
Sink						
Flush tank						
Shower/curtain/rod						
Tile Work						
Mirror						
Inspection Codes						
CH (chipped)	BR (broken)	ST (stains)	DT (dented)	WA (warped)		
M (missing)	NH (nail holes)	SC (scratched)	CR (cracked)	BU (burned)		
BE (bent)	SP (spots)	PR (plaster repair)	P (paint)	T (tighten)		
SD (sand)	RPL (replace)	F&W (fill and wax)	NP (needs painting)	TO (torn)		
Location Codes		Work Orders / Service Orders				
IL/IR Interior Left/Right		Work Description			WO/SO #	
W1 Window 1	L left	1				
W2 Window 2	R Right	2				
W3 Window 3	F Front	3				
BT Between	LF Left Front	4				
B Below		5				
RR Right Rear		6				
LR Left Rear		7				
RF Right Front		8				
		9				
		10				
		11				

UPH Inventory and Condition Report Part I Continued

The inspector has explained and/or recommended to me:

- a. The condition of the floors, what constitutes fair wear and tear (FWT) and how to avoid damage.
- b. That I carefully inspect any furniture received from the furniture warehouse and annotate any spots stains or other damage on the furnishings hand receipt provided to me by the inspector.
- c. That any damage caused by a Government-controlled or employed furniture movers should be immediately reported to the UPH Manager at DSN 385-2758/ 2545 for inspection, protecting me from liability upon clearance of my government controlled quarters.
- d. That all keys I have received for my quarters must be present for turn-in at the final inspection.
- e. Has provided me with a copy of the cleaning standards that apply to me (pre-inspection only).
- f. Has indicated self help requirements that need to be completed prior to my final inspection.

KEY INVENTORY		TELEPHONE NUMBERS	
Apartment/ Room / House _____	Laundry _____	UPH Section	385-2758 / 2545 / 3598 / 3033
Interior _____	Mailbox _____	Service Order Desk	381- 8797 / 8798
Basement _____	Maid's Room _____	Appliance Repair	99 - 730 - 7537
Other _____		Selp Help	381 - 8978
Other _____		Fire Department	117
		Ambulance	116
		MPs	114
		Emergency Engineers	115

Resident's Statement (new assignments only)

Upon receipt of the keys as stated above, I accept assignment to the Government controlled quarters as clean and habitable. I accept responsibility for the structure and installed property as noted. I will be responsible for the apartment / room / house and all installed property plus or minus changes made by authorized service/work orders or projects by Facility Engineers.

I acknowledge and understand that UPH personnel and Facility Engineer personnel, as representatives of the Community or Installation Commander, have the right to conduct inspection of the quarters and its installed property during occupancy to determine its condition and needs for preventive maintenance, maintenance and repair, renovation, alteration or accomplishment of specific work orders, etc., after proper coordination with me or any individual so designated by myself.

Overall, the cleanliness of my assigned quarters is acceptable. I understand any complaint I may have regarding the cleanliness of these quarters needs to be brought to the attention of the Chief, Unaccompanied Personnel Housing section within 24 hours of this inspection for review.

PRINTED NAME OF RESIDENT _____

SIGNATURE _____

ADDITIONAL INSPECTOR REMARKS:

PRINTED NAME OF INSPECTOR _____

SIGNATURE OR INSPECTOR _____

APPENDIX H

1. The hand receipt for each individual Soldier is generated from the HOMES 4 data base. A copy of a typical barracks room hand receipt is pictured below.

Inventory Listing On Post Resident - UPH												
Report Date: 10-Apr-2008												
NAME:				LOCATION CODE:								
SERVICE:				LISTING NUMBER:								
RANK:				STREET:								
DUTY PHONE:				CITY:								
SM ORG:				UTC:								
AUTH FAMILY MBRS:				LISTING TYPE:								
DESCRIPTION	STOCK NUMBER	COND CODE	U/I	UNIT COST	Current Qty	Request for Issue	Request Turn-In	Common Responsibility	State Responsibility	Take Out Binch (Down)		
Room												
Bed, Single Platform Modular	71 0800 V80 4178		Each	420.99	1	0	0	0	1			
Chair, Straight GP Modular	71 0800 V80 4187		Each	89.68	1	0	0	0	1			
Chest, 3 Drawer Bachelor Modular	71 0800 V80 4181		Each	197.90	1	0	0	0	1			
Cover, Mattress Cotton	72 1000 9338 462		Each	3.50	1	0	0	0	1			
Desk, Student (UPH) Modular	71 0800 V80 5983		Each	231.05	1	0	0	0	1			
Drapes, Floor	72 3000 V80 4440		Each	39.00	2	0	0	1	1			
Entertainment Unit Stand TV/VCR Modular	71 0800 V80 4888		Each	152.00	1	0	0	0	1			
Mattress, Single HDPM	72 1000 V80 5038		Each	104.00	1	0	0	0	1			
Mirror, Framed Modular	71 0800 V80 4188		Each	77.48	1	0	0	0	1			
Table, Night (UPH) Modular	71 0800 V80 5984		Each	122.30	1	0	0	0	1			
Unit												
Microwave Oven	73 1000 V80 5108		Each	99.19	1	0	0	1	0			
Refrigerator (On 6.5 CFT)	41 1000 V80 4717		Each	248.13	1	0	0	1	0			
TOTAL EXTENDED COST				1,864.20								
Remarks												
Signature					Date Signed							

APPENDIX I

MINIMUM CLEANING STANDARDS FOR SOLDIERS QUARTERS

Ref.: AR 420-1, chapter 3, table 3-13.

CLEANING STANDARDS

FLOORS, RUGS AND INSTALLED CARPET

Sweep or vacuum.

Remove stains, wax and dirt sediments.

Damp mop floors with mild cleaning solutions, no bleach!

Clean area rugs and installed carpeting to remove dirt and spots.

WALLS AND CEILINGS

Remove all dirt, cobwebs, crayon marks, pencil marks, food and so forth from walls.

Remove all nails and hooks, fill holes as necessary.

Remove all dirt, smudges and other spots.

WINDOWS

Clean inside and outside surfaces, all windows and window frames so that they are free of spots, streaks or film.

Clean window sills, curtain rods, and blinds.

Remove screens, brush and wash to remove lint and dust, and reinstall.

DOORS

Remove all dirt and stains on both sides.

Clean interior and exterior doors and frames so that they are free of dust and stains on both sides.

Place all keys in their appropriate doors

LIGHTING FIXTURES

Ensure all fixtures have operating light bulbs.

Clean all components, including incandescent bulbs, to ensure that there are no insects, dirt, lint, film and streaks.

Remove, clean, and replace globes and lamp shades.

CABINETS, CLOSETS, DRAWERS AND SHADES

Remove all shelf paper, tape, staples and tacks.

Remove all food particles, trash and personal items.

Clean and wash all surfaces so that they are free of dirt and stains.

Open all cabinets, closets, drawers, for final inspection

MIRRORS

Clean to shine with no streaks.

RADIATORS, PIPES AND HEATING VENTS

Wash radiators, pipes and vent registers.

Remove dirt, sediments, and stains.

REFRIGERATOR AND FREEZER

Defrost and wipe doors.

Remove all food particles.

Clean thoroughly on the inside and outside to include doors, door gaskets, sides, top, and area around coils.

Clean and replace drain pan.

Clean surface beneath, above, and behind appliance.

Move appliance away from wall for cleaning and move back after cleaning.

Adjust setting to lowest level.

VENTILATION, AIR VENTS, AND RANGE HOODS

Wipe down range hood.

Wipe down air vent grills and replace filters as necessary.

Remove completely grease, stains, and dirt sediments inside and outside.

Clean or replace permanent filters.

KITCHEN, BATHROOM, AND TOILET

Remove stains, lime and mineral deposits, and excessive soap residue from all equipment.

Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors and mirror shelves, towel rails, medicine cabinets, kitchen sinks, and related hardware.

Clean wall and floor tile.

Polish all equipment, fixtures and wall tiles to a streak-free shine.

TRASH CANS

Empty and remove any crusted-on garbage.

Empty and clean.

UPHOLSTERED FURNITURE

Wipe down and remove stains.

Clean to remove lint, dust, and dirt.

Remove spots and stains to the maximum extent possible.

WOODEN FURNITURE

Wipe down and remove stains.

Clean to remove dust, dirt, food particles, and streaks.

Lightly wax outside surfaces and polish to shine.

Clean doors and drawers to be free of dust, dirt, or other foreign matter.

Remove drawers completely so that frames and rollers can be cleaned of dust and other particles.

BEDSPRINGS, BOX SPRINGS, AND MATTRESSES

Wipe down and remove stains.

Clean to remove dirt, dust, and other loose matter.

STORAGE AREAS

Remove all items from storage room and clean thoroughly.

APPENDIX J

USAG MANNHEIM BARRACKS CLEARANCE GUIDELINES

NAME: _____ BLDG: _____ ROOM: _____

—

INSPECTION DATE: _____ TIME: _____ SSH OFFICE
PHONE: _____

Blinds/Draperies	In place, clean, free of dirt and dust
Cabinets/drawers	Clean, free of dirt and dust, empty all contents, wipe down cabinet doors
Closet	Empty all contents, wipe down shelves and racks
Cook top/Vent	Clean, free of dirt and grease (including knobs and ventilation filter)
Floors	Stain free, swept and mopped, including under and behind all furniture and appliances and in the closet
Furniture	Clean, free of dirt and dust, empty all contents, remove items not original to room
Light fixtures	Free of dirt and dust (including covers), bulbs working
Microwave	Clean inside, outside and underneath, leave plugged in
Mirrors	Clean, streak free
Refrigerator	Clean inside, outside, underneath, clean drain pan, trays, door bars and seals, empty all contents, leave plugged in
Shower/Tub	Clean, wiped down, free of dirt, soap scum and mildew (including soap holders)
Sink/Countertop	Clean, free of dirt, dust and stains
Toilet	Clean inside and outside (including lid, seat, hinges and base), free of waste and stains
Wall/Door Vents	Clean, free of dirt and dust
Walls/Ceilings	Clean, free of dirt, dust and stains, wipe down trim, outlet covers and light switches
Washer/Dryer	Clean, empty, wipe down outside, clean lint trap, leave plugged in
Windows	Clean, streak free, wipe down windowsills

- If you occupy a room by yourself, you are required to clean the entire room
- If you have a roommate, his/her articles are permitted to remain in the cabinets, drawers, and refrigerator. It is your responsibility; however, to ensure that you and your roommate do a joint cleaning of the common areas.

- Ensure that all trash and personal effects are removed from your side of the room prior to inspection.
- Ensure all cabinet doors and drawers are open and furniture and appliances are pulled 6-8 inches away from the wall prior to inspection (exception are built-in type).
- Damages reported in the initial inspection sheet will not be assessed to the occupant(s). All damages incurred and not reported to this office while residing in a room are the responsibility of the occupant(s).
- Keys will be collected at the time of the final inspection. Any keys not returned will result in a relock and rekey charge.
- Failure to meet the above requirements will result in re-inspection and/or assessed charges; which will slow down your clearing process. In the event that you disagree with a failed inspection, the UPH Manager, the Inspector and Unit 1SG, their representative or BN CSM will re-inspect the room with you.
- Any charges assessed will require payment by DD Form 139, Pay Adjustment Authorization, stamped by Finance before you will be cleared by the UPH office.
- **No shows will be required to provide a memorandum from their 1SG prior to rescheduling an appointment. A second no show, will require a memorandum from the BN CSM prior to rescheduling.**
- Although we will try our best to arrive at the scheduled time, be aware that the inspector may be up to 15 minutes late due to a previous appointment(s). We will call you at the below provided number if the inspector anticipates being more than 15 minutes late.

Signature

Phone Number

Date

APPENDIX K

Customer Feedback Survey Distribution/Collection

After each assignment and termination the FSBI team(s) will ask the Soldier to complete a “Point of Service” customer feedback survey. After a mass assignment/termination, the Team(s) will ask unit’s leaders to complete a similar customer feedback survey.

The 3 survey forms are collected at least weekly (daily if large quantities) and turned into FSBI Admin Office for scanning. Sending the forms through distribution is appropriate.

Forms will be utilized to provide periodic reports to the Garrison HSG Div Chief.